

DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.315
STATE OF HAWAII	1.316
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Specifications for the

TRANSPORTATION SYSTEMS OPERATOR SERIES

Series Definition:

Positions in this series perform and/or supervise work to maintain surveillance of traffic and other activities occurring on State and County roadways and transportation tunnels by means of closed circuit television monitors and other electronic sensor equipment; execute traffic control changes and various other emergency procedures in the event of traffic accidents, fire, equipment failure, hazardous material spills and other roadway hazard conditions, unauthorized entry, attempted theft or vandalism, or other occurrences; operate system to disseminate motorist information; and receive calls from motorists via the highway emergency telephone system and initiate police, fire, emergency medical, roadway clearance, and other assistance based on information elicited.

Level Distinctions:

Classes in this series are distinguished from each other by differences in:

1. The nature of supervisory control exercised over the work;
2. The nature and scope of recommendations, decisions, commitments and conclusions;
3. The nature and extent of supervisory control over the work of other employees; and
4. The knowledge and abilities required.

CLASS DISTINGUISHERS

TRANSPORTATION SYSTEMS OPERATOR I (1.315) - Receives training in the operating policies and procedures for the transportation control center involving normal surveillance and emergency response activities, and in operating various traffic control and telecommunications equipment. Operates equipment and performs progressively responsible surveillance and emergency response activities. Work is performed under close supervision of a Transportation Systems Operator III.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. This does not*

preclude the assignment of duties that are not listed.)

1. Participates in orientation and formal training sessions.
2. Studies operating policies and procedures.
3. Learns to operate a computer depicting traffic flow and roadway and security conditions, closed circuit television monitors, traffic movement displays, intrusion detectors and vehicle detection stations.
4. Learns to operate a two-way radio and other traffic control and telecommunications equipment.
5. Carries out specified work operations in a learner capacity in accordance with instructions. As competence is gained, assumes independent performance of various work functions such as in operating traffic control and telecommunications equipment.

TRANSPORTATION SYSTEMS OPERATOR II (1.316) - Independently maintains surveillance of traffic and other activity via closed circuit television monitors and other electronic sensor equipment to assure safe traffic movement; responds to traffic and security incidents by executing traffic control changes and various other emergency procedures and by notifying appropriate agencies (e.g., police, fire, ambulance, plant maintenance personnel); and logs shift incidents. Work is performed independently under the general supervision of a higher level Transportation Systems Operator, in accordance with policies, procedures and guidelines; however, decisions which are not covered by available guidelines may be required in unusual/emergency situations.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. This does not preclude the assignment of duties that are not listed.)*

1. At an assigned computer console station, actively manages traffic through continuous observation of traffic flow, and roadway and security conditions, via closed circuit television monitors, traffic movement displays, intrusion detectors and vehicle detection stations, etc.
2. Regulates surveillance cameras to modify scan pattern and focus in the course of observing ongoing traffic and erratic or speeding vehicles, and in reacting to alarms indicating possible security breaches on State and County roadways and within the traffic tunnels. Notifies the police if it appears that the situation might jeopardize public safety.

3. Checks status/incident printouts from a variety of electronic sensors relative to equipment performance and roadway/tunnel security to assure a required response has been achieved or initiated.
4. Monitors carbon monoxide sensors and activates large ventilation fans when carbon monoxide levels in traffic tunnels reach an unacceptable concentration.
5. Monitors overheight vehicle detectors and initiates action to prevent tunnel entry of such vehicles; monitors fire detection system, and initiates emergency response by plant maintenance crew and/or the fire department.
6. After determining the severity of traffic and security incidents, relays pertinent incident information to the emergency response crew and other public safety agencies as required.
7. Actively manages traffic: assesses traffic situations and initiates traffic slowdown/stoppage, lane closure, tunnel closure and/or re-direction of traffic as required by the nature and severity of emergency conditions and in accordance with applicable guidelines in order to safeguard the public, roadways, tunnel and other property and equipment and assure the resumption of normal traffic flow and tunnel operations. Operates and controls traffic signals, lane control devices, variable and changeable message signs, emergency exit signs, strobe lights, beacons, radio override systems, and other equipment to direct traffic movement and changes.
8. Monitors maintenance crews via closed circuit television and maintains internal communication by two-way radio and emergency telephones to provide direction and assure backup as needed.
9. Operates the AM/FM rebroadcast/override system to alert and instruct tunnel motorists on actions they are to take during a tunnel emergency.
10. Assesses the severity of incidents and as necessary, contacts police, fire, emergency medical assistance and others as required and relays the necessary information in order to deal with emergency situations and their aftermath, and monitors public safety or other emergency crews via closed circuit television to provide operational information based on visual overview, and serves as communications link.
11. Monitors the intrusion detection system deployed throughout the tunnel complex, utilizes cameras to visually confirm an intrusion if such occurs in line of sight, and notifies shift emergency crew in plant maintenance and/or police, if required, to respond to intrusion alarm.

12. Continues oversight of emergency response, automotive equipment and debris removal, hazardous material cleanup, and repair and other activities until normal traffic flow may be resumed and returns traffic signals, lane control devices, variable and changeable message signs and other equipment to regular operation.
13. Operates system to provide traveler information.
14. Manipulates controls and monitors equipment during maintenance checks and repairs to assist roadway and tunnel maintenance technicians or other repairers to assure proper functioning of equipment.
15. Operates the highway emergency telephone system to respond to motorist calls for assistance; elicits relevant information from callers; contacts appropriate agencies as required; and handles follow-up or other calls to provide assurance to motorists and/or request additional assistance as required.
16. Posts information on shift activities and emergencies to operation logs and drafts incident reports as required.
17. Attends training sessions; reviews equipment and procedures manual; and participates in mock emergency training exercises.

TRANSPORTATION SYSTEMS OPERATOR III (1.317) - Serves as a working supervisor on an assigned shift; oversees the work of lower level operators; and performs traffic systems and tunnel operations activity work. Works independently under the general supervision of the applicable Section/Unit/Subunit Head.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. This does not preclude the assignment of duties that are not listed.)*

1. Reviews the operational report of the previous shift in order to anticipate and take into account conditions which may impact traffic flow on State and county roadways, tunnel security/safety, and surveillance activities.
2. Prepares shift work schedule of assignments and breaks, and adjusts for absences, tardies, and other occurrences.
3. Conducts and leads crew members in the operational check of equipment, and reports malfunctions or other road and tunnel situations requiring response by maintenance personnel.

4. Oversees the work of lower level operators on a shift and assures adherence to operating policies and procedures. Answers questions and/or provides clarification to subordinates as needed.
5. Reviews operator logs, prepares reports of shift activities and occurrences, and briefs operator in charge of the succeeding shift as necessary.
6. Instructs crew members on changes in operating policies/procedures and assures that crew members are well versed in the contents of operating manuals.
7. Trains and instructs new crew members on operating policies and procedures, and equipment operation and operational maintenance.
8. Serves on interview panels and recommends staff replacements. Participates in performance reviews of transportation system operations personnel, and initiates disciplinary action as required.
9. Recommends changes in operating policies and procedures in order to improve transportation system operation and crew performance.
10. Performs work described at the lower level.

KNOWLEDGE AND ABILITIES REQUIRED: *(The knowledge and abilities required in order to effectively perform the key duties for each of these classes are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.)*

“P” indicates prerequisite knowledge and abilities that must be brought to the job.

“A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.

		TRANSPORTATION SYSTEMS OPERATOR		
KNOWLEDGE OF:		I	II	III
1.	Oral English grammar and usage appropriate in dealing with the public; punctuation, grammar, spelling and word usage.	P	P	P
2.	Use of standard office machines and equipment including computer consoles.	P	P	P
3.	Operation of a computer console in regulating remote surveillance cameras, traffic signals, message signs and other traffic control equipment.	A	P	P
4.	Operation of a two-way radio, AM/FM rebroadcast/override system, and other telecommunications equipment.	A	P	P
5.	Operating policies and procedures for the transportation control center involving traffic safety, normal surveillance and emergency response activity, and the response procedures relevant to the various types of situations reported via the highway emergency telephone system.	A	P	P
6.	Incident report writing.	A	P	P
7.	Layout and operational responsibilities of the transportation control center.	A	A	P
8.	Principles and practices of supervision	N/A	N/A	A
ABILITY TO:				
1.	Read, understand and follow oral and written instructions; communicate and work effectively with others; and prepare simple reports.	P	P	P
2.	Operate a computer console in regulating remote surveillance cameras, traffic signals, message signs and other traffic control equipment; operate a two-way radio, AM/FM rebroadcast/override system, and other telecommunications equipment.	A	P	P

3.	Write clear and concise incident reports.	A	P	P
4.	Deal with others in a tactful and polite manner.	P	P	P
5.	Respond in accordance with operating policies and procedures to security alarms and traffic emergencies in a calm, deliberate and expeditious manner.	A	P	P
6.	Speak clearly and concisely in dealing with emergency crew and motorists regarding emergency situations and traffic conditions.	A	P	P
7.	Understand and interpret equipment and operations manuals, and sensor equipment printouts.	A	P	P
8.	Maintain shift operational records with consistency and correctness.	N/A	N/A	A
9.	Supervise the work of others.	N/A	N/A	P

MINIMUM QUALIFICATION REQUIREMENTS

Basic Experience Requirement

Six (6) months of work experience which demonstrated knowledge of correct English grammar and usage; the ability to read, understand and apply written instructions; and the ability to understand and apply oral instructions.

Graduation from high school, or its equivalent may be substituted for the required experience described above.

Experience Requirements

Applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the following table, or any equivalent combination of training and experience:

Class Title	General Experience (Years)	Specialized Experience (Years)	Supervisory Experience (Years)	Total Experience (Years)
Transportation Systems Operator I	2	0	0	2
Transportation Systems Operator II	2	1	0	3
Transportation Systems Operator III	2	2	*	4

General Experience: Work experience which demonstrated the ability to deal effectively with people; understand and apply written material such as policies and procedures or rules and regulations; communicate effectively orally and in writing; operate common office machines and equipment including computer consoles; and knowledge of English grammar, spelling, and word usage.

Specialized Experience: Work experience in a electronic based control center which included the operation of a computer console in regulating remote surveillance cameras, traffic signals, message signs and other traffic control equipment; operation of a two-way radio, AM/FM rebroadcast/override system, and/or other telecommunications equipment; and/or responding to traffic and security incidents by executing traffic control changes and various other emergency procedures and notifying appropriate agencies.

Supervisory Experience: (*) For the class Transportation Systems Operator III, supervisory aptitude rather than actual supervisory experience may be accepted. Supervisory aptitude is the demonstrations of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects; or by serving as a group or team leader, or in similar work in which opportunities for demonstrating supervisory capabilities exist; by completion of training courses in supervision accompanied by application of supervisory skills in work assignments; or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitution Allowed

Successful completion of a substantially full-time equivalent clerical curriculum leading to a degree, diploma or certificate of achievement at an accredited community college, business or technical school which included courses in basic English, general clerical procedures, and office machines may be substituted on the basis of fifteen (15) semester credit hours for six (6) months of experience, up to a maximum of one (1) year of the required General Experience.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the class specifications and minimum qualification specifications for the classes TUNNEL SYSTEMS OPERATOR I, II and III, which were approved on May 2, 1997 and February 6, 2012, respectively; and a change in class title from TUNNEL SYSTEMS OPERATOR I, II, and III to TRANSPORTATION SYSTEMS OPERATOR I, II, and III.

DATE APPROVED: 03/27/2015

/s/ Lisa M.Y. Hodges

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Note: 10/31/2019 – Corrected typographical errors.